

# Unit

4



## Access Control

### INTRODUCTION

You would have seen police officers frisking passengers and checking their luggage at the entry gates of a railway station. This, as you might know, is to protect the lives and property of people on platforms and on trains from miscreants and anti-social elements. By controlling access to the railway station, it is secured. Thus, you can see that access control plays a major role in ensuring discipline (e.g., maintaining queues) and security. It is useful in preventing chaos.

Access control is an important responsibility of an Unarmed Security Guard. It ensures the safety and security of people, material and information. Access control may be simple or complex, depending on the threat to an asset (which could be people, material or information). Access control at a nuclear power station may be very different from a shopping mall. Access control at the nuclear power station may be sophisticated and cause inconvenience to employees but it is required to secure the asset. Having the same level of access control in the shopping mall will not only cause inconvenience to the public but will also prove to be costly and a waste of money as the threat perception is, generally, lower in such an area.



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In this Unit, you will learn about patrolling. As already discussed, the main duty of an Unarmed Security Guard is to observe, deter (prevent the occurrence of an undesirable event) and report. Patrolling helps in better observation and acts as a deterrent. It refers to keeping a watch over an area by walking or driving around at regular intervals. The purpose of patrolling and its planning are covered in detail in this Unit. The Sessions in the Unit also discuss ways in which people, baggage and vehicles are searched with or without the help of equipment. In the modern age, security guards need to be well-versed with the use of equipment like handheld metal detectors for conducting body searches. In case, a dangerous or illegal substance is detected, the person needs to be temporarily detained as per the established norms and the matter needs to be reported to the concerned law enforcing agencies.

## SESSION 1: SEARCH AND SEIZURE

‘Search’ and ‘seizure’ are procedures used as part of the legal system. The police or any other law enforcement authority commence the search of a person’s property and confiscate evidence if they suspect that a crime has been committed. Search and seizure also include placing an individual under arrest. In order to search a person or confiscate her/his property, a law enforcement agent must have a valid search or arrest warrant. However, there are exceptions to the rule that a warrant must be obtained before performing a search.

### Patrolling

As already discussed, the main duty of an Unarmed Security Guard is to observe, deter and report. A patrol is a group of personnel who are assigned to monitor a specific geographic area and look out for signs of security breach. The duties of a patrol personnel include responding to calls for service, resolving disputes, taking incident reports, implementing security enforcement guidelines, and adopting crime prevention measures. A patrol in-charge is often the first to arrive on the scene of a breach. The patrol in-charge is the person who is

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responsible for the security of the external periphery of a property and is often closest to a breach. Patrolling helps in better observation and acts as a deterrent. Patrolling refers to keeping a watch over an area by walking or driving around at regular intervals.

### Purpose of patrol

- (i) to identify housekeeping and maintenance hazards, for example, piled up garbage and water pipe or tank leakage
- (ii) to identify safety hazards like sparking electrical wires, etc.
- (iii) to detect emergencies like fire
- (iv) to help employees by keeping the site safe, reporting injuries and assisting in first aid
- (v) to detect people engaging in crimes, such as vandalism, trespassing, shoplifting, etc.
- (vi) to check for damage to a property
- (vii) to ensure access control in order to secure a premises by checking that only authorised people are allowed in controlled areas
- (viii) to improve public relations
- (ix) to help the public during a patrol

### Preparing for patrol

An Unarmed Security Guard must be prepared well for every patrol. While preparing for a patrol, the guard must do the following:

#### ***Study the post orders***

Post orders give clear orders about what a security guard is expected to do. They contain important information, such as the purpose of the patrol, routes to be taken, timings, major checkpoints in the route, what to do in case of an emergency, reporting procedures, areas that may have risks and precautions to be taken.

#### ***Talk to colleagues***

Arrive a little early to get information from the security guard, who has worked in the previous shift. Read the normal occurrence and incident report from the previous shift.



### ***Know the place***

Have an idea of the layout of the buildings in an area. Try to visit the site during daytime so as to know what areas could be risky at night. Have an idea of the location of the following places in the patrol route:

- (i) areas having phone or radio network issues
- (ii) place where firefighting equipment and supply pipes are kept
- (iii) fire escapes and places having fire alarm boxes; know areas having special fire suppression systems and chemicals used in those systems
- (iv) highly vulnerable areas, such as safes and computer rooms, storage areas for valuables or expensive equipment
- (v) exterior doors of a building and all gates in the premises
- (vi) utilities' (electricity, water, gas, etc.) control rooms
- (vii) location power backup units or diesel generator
- (viii) electricity switches
- (ix) pipes carrying gas, steam, etc.
- (x) storage areas for inflammable and hazardous material
- (xi) dangerous equipment, if any
- (xii) first aid facilities
- (xiii) restricted areas where phones and radios are prohibited

### ***Check the vehicle***

Inspect the patrol vehicle prior to the patrol. Make sure that the fuel levels are sufficient, the patrol vehicle and communication equipment are in a working condition. The security guard must be aware of the patrol area while patrolling on a vehicle. The guard must be aware of all emergency routes and roads in the patrol area for easy and quick entry or exit to different regions of the area.

### ***Check your equipment***

The following equipment are required to be carried during patrol:

- (i) Uniform, including clothes for rainy and winter conditions

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- (ii) Identity card
- (iii) Pen and notebook
- (iv) Radio and cell phone (which has adequate balance) and are charged
- (v) Torch with spare batteries
- (vi) Checklist of areas or stations that need to be patrolled
- (vii) Watch
- (viii) Emergency numbers, such as that of a nearby hospital, fire brigade and police station
- (ix) Goggles, hat, safety gloves, etc.
- (x) Keys and access cards
- (xi) Water bottle

### ***Develop a plan***

List the activities that need to be done during each patrol. Plan the route, which shall include major checkpoints. Keep changing the route plan and timing every time so that it is not predictable for criminals or anti-social elements. Do not rush during patrol as one can miss things in hurry.

### **Communication and coordination during patrol**

Remain in constant touch with other patrol parties in the premises. This shall help in quick identification of security breach and location of miscreants. It shall also help in getting immediate backup and ensuring personal safety. Effective communication can help in getting a coordinated response to a security breach. This must be practised during mock drills.

### **Security searches: People and baggage**

People and baggage are searched in the following situations:

#### **During entry into premises**

For instance, people, who come to a stadium to watch a live cricket match, have to be searched before being allowed entry to the premises. If they refuse to be searched, the security guard can refuse to let them in.





## During exit from premises

For instance, a company may require that employees are searched to make sure that they do not take company items home.

If the Unarmed Security Guard thinks a person is carrying a weapon, s/he has the right to remove it. It is advised to never ask the person to remove the weapon as it could give her/him the opportunity to use it for an attack. During the search, never put hands in the person's pockets or bag as the security guard can be accused of stealing or planting something. Also, if one touches a sharp object, there are chances of an injury. It is always better to use gloves during the search and have a colleague nearby, observing the exercise.

## Frisking

'Frisking' is the search of a person's outer clothing. The Unarmed Security Guard runs hands along the person's outer garments to detect concealed weapons, if any. Personal search must be carried out carefully in line with the laid down procedures. This is a sensitive issue and the management has to ensure that all their staff is educated about the necessity of conducting frisks, and protocols and procedures laid down in the standing orders of a factory or establishment for doing so. Some establishments, such as minting factories, gold jewellery makers, diamond polishers, security presses and ammunition manufacturers have systems for rigorous surveillance at the workplace coupled with search, both during entry and exit. These days, most places have a search system, which uses a combination of handheld or door frame metal detectors, coupled with touch search at entry and exit points.



*Fig. 4.1: Stop for frisking*

## Norms during search and seizure

The Unarmed Security Guard must always remember that s/he is not a police officer and has limited authority.

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If one surpasses the legal authority, then one may be taken to court and even be convicted for violating the rules of the State. The security guard can seize illegal items, such as stolen goods, weapons or drugs during a search. As the security guard's authority for search and seizure is limited, one must hand over the seized items to the police immediately. As they could be used as evidence, one must be careful in handling them. The following norms and regulations apply during individual searches:

- (i) Rights of privacy of an individual must be respected during search and seizure.
- (ii) The search must not be too intrusive and be such that it serves the purpose of locating evidence.
- (iii) The person conducting the search must be of the same gender as the person being searched.
- (iv) The body search of a female must always be done in private.
- (v) Searches must be restricted to asking an individual to empty one's bag, pockets, office furniture and remove outer clothing like coat, etc. Private security guards are not authorised to do a strip search.

## Electronic equipment used in search

### Handheld metal detector

A handheld metal detector is used for detecting weapons and metal objects like knife with a person or in a bag. The distance between the detector and the individual's body must be less than 3 inches. Care must be taken that the body or clothing of the individual being searched is not touched with the handheld metal detector. However, in case, additional outer clothes like jackets are worn, it may be required to hold the detector 3 inches away from the body.

Usually, handheld metal detectors are set at a level of highest sensitivity, unless there is a major interference from a nearby metallic material that could cause unnecessary constant alarms. The pattern of body scan



Fig. 4.2: Metal detector



must be similar each time so that the operator knows the body parts that need to be scanned.

### Process

- (i) Ask the person to be scanned to place all items in hands, pockets, caps or jackets on a table.
- (ii) The person must stand with both the feet about 18 inches apart, facing away from the table and keeping a distance of minimum 2 feet from the table. Footprints outlined on the floor can help the person being scanned to stand in the desired position.
- (iii) Ask the scanned person to open the arms out to the sides, parallel to the floor.
- (iv) Run the handheld metal detector across a conductive material on your own body like buckle of the belt. The sound of the detector will reveal if it is functioning.
- (v) Start with the top of one shoulder of the scanned person. Place the paddle of the detector horizontally and parallel to the front side of the body of the person, sweep it through one side of the front of the body, down the leg region to the ankle region. After this, shift to the other ankle and sweep back up the front of this opposite leg and torso, ending with the other shoulder.
- (vi) Sweep the detector over the outside top of the arm. You can start with the top of the shoulder and move to the bottom of the wrist. Afterwards, sweep the detector from the inside of the arm to the armpit. Following this, sweep the handheld metal detector down that side of the body till the ankle, then up the inside of that leg and down

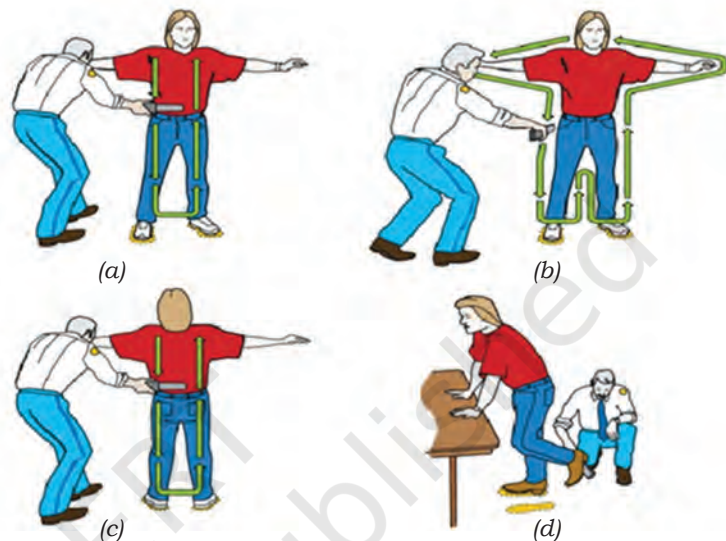


Fig.4.3 (a-d): Body search using a metal detector





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the inside of the opposite leg. After this, sweep the detector back up the other leg from the ankle to the underarm. Repeat the process inside and outside of this arm. Care must be taken that the handheld detector does not touch the body of the individual when searching between the legs.

- (vii) The sequence needs to be repeated over the back of the body of the person who must turn around for the search.
- (viii) Ask the person being searched to hold the edge of the table for support. Ask the person to lift the foot so as to scan the bottom of the shoe. The process needs to be repeated for the other foot as well. If the shoes have some visible metal parts, the guard must expect to hear a short beep from the detector. However, both the shoes must cause a similar sound when examined with the detector.
- (ix) Finally, searching the head region, start from the top of the forehead and scan around the top of the head down to the back of the neck.

Different volumes of sound are generated by the detector when detecting different types of metallic objects. The Unarmed Security Guard must be accustomed to these volumes to recognise when investigation is required. By distinguishing between a soft beep and loud alarm, the guard will be able to ascertain if the object is a harmless buckle or a larger harmful metallic object.

If the suspicious object is not directly visible, ask the individual to show what s/he has in that region of the body. For instance, if the detector sends an alarm signal while sweeping through the arm, ask the person to pull up the shirt sleeve. Use the handheld metal detector again over the visible item.

The person being scanned must not influence the security guard as to what is actually causing an alarm. For instance, if the detector indicates the presence of a suspicious item in the trouser pocket, completely investigate the source of the alarm even if the individual claims that it was caused by a harmless metallic object like keys.

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The security guard must never stop scanning even if the person raises an alarm.

The lower abdominal area is difficult to scan because this area is private in nature. Besides, there are harmless metal items, usually, found in this area like belt, buckles and zippers. When doing front body scan, if an alarm occurs in this region, ask the person to remove the belt, or pull away the ends of the belt from the centre of the body. While scanning the zipper region, the volume of the alarm from the detector must indicate if it is a zipper or a suspicious item, which may lead to further investigation.

### X-ray baggage scanners

For the purpose of scanning baggage, an X-ray scanning machine is used. One can often spot this at railway stations and airports. The TV monitor displays the objects as light coloured or dark coloured, depending on the settings. The bag is to be placed on the conveyor belt in such a manner that the image captures the widest perspective. The bag is placed down in such a way that its widest side is exposed to X-rays so that the X-rays pass through the least amount of the material. The bag must not be too big due to which some of its parts might be outside the zone of detection. The person observing the monitor must be attentive, and in case, a suspicious item is found, further investigation and reporting to superiors is required.



*Fig.4.4: X-ray baggage scanner*

### Manual search of persons and baggage

Skills of touching and identifying the objects can be enhanced through various exercises. For example, one can take a bag and put similar objects with different texture. The security guard must put one's hands in the bag, and touch and feel the texture of the material. The guard must try to identify the things without actually seeing them. S/he can practise this with different objects. Manual search uses all senses to search the



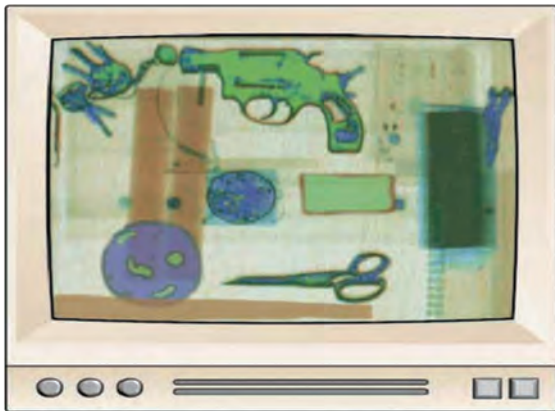


Fig. 4.5: X-ray scanner, showing objectionable objects, in a baggage

person or baggage and not just the eyes. Gloves are to be worn while carrying out a manual search. The search, if possible, must be conducted in front of another colleague to tackle suspicious packages or persons.

### Reporting risk, threat and hazard during search

Recording and reporting of risk, threats and hazards found during search is important. This applies to patrol, as well as, security search of individual and baggage. Consistency in recording and reporting helps in the identification of pattern, indicating the likely involvement of persons, as well as, timing of an event and potential areas that are likely to be targeted by criminals or anti-social elements. Consistency in recording and reporting keeps the administration on toes and ensures accountability in the process. The security registers pertaining to the movement of employees, vehicles and visitors must be maintained.

Table 4.1: Format of a visitor register

S.No.	Format of Register
1.	Visitor No.
2.	Name of the visitor
3.	Name of the visitor's organisation and address
4.	Whom to meet
5.	Purpose of visit
6.	Contact number
7.	Time in
8.	Signature of the visitor
9.	Time out
10.	Signature of the security staff
11.	Remarks, if any



## Incidents to report

- (i) Persons with weapons or prohibited substances and chemicals
- (ii) Baggage with weapons or prohibited substances and chemicals
- (iii) Suspicious package
- (iv) Suspicious person
- (v) Vandalism
- (vi) Trespassing
- (vii) Hazard related to fire
- (viii) Hazard related to electric shock
- (ix) Breach of security like broken lock
- (x) Slips, trips and falls; most common physical injuries are caused due to slips trips and falls

## Incident reporting

Reports detailing errors or untoward incidents happening to people, equipment or during a work process are to be submitted to a senior soon after the event. The, generally, accepted practice is to first give an informal message orally, immediately followed by a formal detailed written report within 24 hours of the incident. The report can provide details of the corrective actions taken to arrest the problem or the preventive actions taken to prevent the occurrence of similar events.

The report contains information on affected customers, employees and equipment. It is, usually, authenticated by an authorised person like the head of the department. Some such reports are confidential in nature and must be handled as per the policy of an organisation related to classified information.

## Practical Exercises

### Activity 1

Practise the process of searching an individual with the help of a handheld metal detector or its replica as per the procedure mentioned in the Session.

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### Activity 2

Pair up with your friend. Take a bag and put similar objects with different textures. Put your hands in the bag and touch, rub and hold the objects. Try to identify the things without actually seeing them. Practise this with different objects and list the objects that you have identified. Then, remove all objects from the bag and verify how many objects you have identified.

### Activity 3

Place certain household items (like comb, deodorant, lipstick, bangles, spoons, fork, bandage, medicine, etc.) on a large tray and memorise their names. Now, cover the items with a cloth and list the names of the items without seeing them. Note down how many items you can recollect. Repeat the exercise till you can list all items in the tray.

## Check Your Progress

### A. Fill in the Blanks

1. For the purpose of scanning baggage, \_\_\_\_\_ scanning machine is used.
2. A \_\_\_\_\_ held \_\_\_\_\_ detector is used for detecting weapons and metal objects like knife on a person or in a bag.

### B. Multiple Choice Questions

1. Strip search, which refers to the removal of clothes for searching suspicious articles in clothes or body of an individual \_\_\_\_\_.
  - (a) can always be done by private security guards
  - (b) can be done only in certain circumstances by private security guards
  - (c) can never be done by private security guards
  - (d) None of the above
2. In the event of a loud beep sound from a metal detector, the security personnel will be able to ascertain whether \_\_\_\_\_.
  - (a) it is the buckle of a belt
  - (b) it is a harmful metal
  - (c) Both a and b
  - (d) None of the above

### C. Short Answer Questions

1. Explain the process of conducting a search with the help of a handheld metal detector. What is the relevance of maintaining the same pattern while conducting searches on different persons?





2. What are the norms to be followed while dealing with persons found carrying suspicious articles or weapons?

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### What have you learnt?

On the completion of this Session, you will be able to:

- list the factors which influence the quality of patrolling and describe how each factor needs to be taken into account while preparing for a patrol.
- list the common norms followed in search and seizure.
- describe the process to be followed during the search of persons and baggage with and without the use of equipment.

## SESSION 2: STRUCTURES AND TECHNIQUES FOR ACCESS CONTROL

You already know that access control is the duty of an Unarmed Security Guard. You would have noticed that the levels of access control at different places are different. You can easily access a classroom in your school but not the almirah of the staff room where question papers for an upcoming examination are kept. Techniques of access control may also vary. At some places, identity card verification technique is used for access control, while at others, fingerprint scanning may be used.

### Organisational rules and access control

Access control is an important duty of an Unarmed Security Guard. A security guard is hired to protect people, material (property) and data. Access control ensures that only authorised people have access to an asset, which could be a person, property or data. The duty of a security guard involves some type of access control at each site where the person works but the type of access control varies from site-to-site. Access control in a chemical lab would be different from an administrative building. The security guard needs to ensure that no unauthorised person enters an office building after working hours. Organisational rules indicate the kind of access control needed. These

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Fig. 4.6: Barbed wire and electric fence

include who will have access and under what conditions. It would also state when people should be stopped and questioned, and when bags should be searched. The access control duty of a security guard is to ensure that the owner's access rules are followed. This requires a careful reading and understanding of the organisational rules related to access control. Different organisations have different types and levels of access control.

### Levels of access control

It is unwise to have highly sophisticated access control when threat perceptions are low as high levels of access control come with a cost, and at times, public inconvenience. Imagine the same levels of access control applied in a mall as is seen in an airport. The amount of access control needed at each site varies from minimum to maximum, depending on what needs to be protected and the vulnerability of the site.

#### **Minimum access control**

At sites that allow general admission, such as cinema halls and shopping malls, access control procedures are kept minimum. It is assumed that everyone enters for a legal purpose. Denial of entry is rare and is done when a law is violated.

#### **Medium access control**

Such kind of access control is, usually, seen in offices or residential areas. Compared to a mall, it is difficult for an anti-social element to enter a residential complex manned by an Unarmed Security Guard.

#### **Maximum access control**

This is often the case in high security sites, such as defence production units, research labs, military bases, etc. It uses a combination of security personnel and alarm systems to have complete access control in all parts of the property.

Organisations use multiple types of access control at a site. As we move from the perimeter of a property



to a building to a restricted region within the building, access control becomes tougher. Often at the same place, multiple access control techniques are employed. For instance, access to the perimeter of premises may be controlled by a barbed or electric fence and a security guard in a watch tower.

### Access control at property perimeter

Barriers, such as walls, gates, boom barriers, watch towers and booths are used to control access to a property. A security guard can control access in person from a booth at the entry gate, or by remote controlled gate using a video camera. At the gate, you may also have to check vehicles entering and exiting the premises, and prevent the theft of equipment and material. The client must give the security guard an up-to-date record of the authorised vehicles so as to ensure access control. As a security guard, one must record all movements through the gate.

The CCTV system allows one to monitor the property perimeter, as well as, inside the buildings. However, it cannot substitute a patrol. People watching CCTV camera monitors must have good observation skills as they often have to view videos streamed from multiple cameras on one monitor.

Lighting is essential to stop unwanted entry to a property. Lighting deters anti-social elements from intruding into the property. It assists the security guard to see better and enhances her/his personal safety



Fig. 4.7: A barrier

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during patrol. The switches to the lights and control rooms to such utilities must be placed in areas that are inaccessible to intruders.

### ***Building perimeter and entrance***

Once inside the property, all people do not have access to all buildings or rooms. An alarm system will often be attached to doors and windows on the outside of the building.

Nowadays, employees have electronic identity cards, which provide them access only to those rooms or buildings where they are supposed to work. Doors with electronic card readers read the identity cards of the employees, who try to enter or exit through the door. Generally, access control happens in one of the following two ways:

- (i) Manual access control by the security guard
- (ii) Access control through an electronic device

### **Access control in the absence of equipment**



Fig. 4.8: Electronic card system

The security guard may be asked to stand or sit at the main entrance of a site. The guard's main tasks are to check the identification of people entering a site and decide if they are authorised to do so.

### ***Personnel recognition***

The security guard lets in only those people whom s/he is able to recognise. The staff working in an organisation, where the security guard is employed, inform the guard in advance if they are expecting a visitor. This method is not only foolproof

but also affordable.

### ***Identification card systems***

All employees display an ID card before entering the premises. The security guard checks each ID card. The points to remember in this process are as follows:

- (i) Identification using a photo ID card and comparing the photo with the face of the person





- (ii) Checking the complete name and signature of the person
- (iii) Name of the company and signature of the issuing authority
- (iv) Date of expiry on the ID card

### **Special passes**

In highly restricted areas like a nuclear lab, you may allow entry only to those people who have special passes. Such passes are often made on written orders from the concerned department and a government document is demanded from the person to authenticate her/his identity. The name is entered in a logbook. The original government ID is returned when the person returns the pass while leaving. At other sites, visitors and guests may have their pictures clicked for a temporary ID card that they must wear at all times until they exit the property.

Access control will not work unless all are made to follow the same rules. Some employees may show frustration when asked to show their ID card every day. There are cases when the card of a person might have expired or s/he might no longer be an employee of an organisation. Hence, it is recommended that the security guard checks the ID cards even if s/he knows an employee. In case, someone shows frustration, remain calm and explain the reason for it. Record the information in the logbook and follow the access control rules.

### **Electronic access control system**

An access control point can be a gate, door or lift. The principal components of an access control system are as follows:

- (i) Security tokens (electronic ID card or biometric identifier like fingerprints)
- (ii) Input (fingerprint scanner or card reader)
- (iii) Decision making element (processor or computer)
- (iv) Output (signal to alarm is used to inform in case of unauthorised access power for the lock of the door, signal to cameras to click photo on entry, barriers or other devices)



*Fig. 4.9: Aadhaar-enabled biometric attendance system*

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Security tokens in the form of electronic ID card, which have a strip similar to the one seen on the back of credit or debit card, are used. The user swipes the card on the card reader device. The reader is often attached to the wall or door. The code on the card is verified by the processor. If the card is authorised, the door gets unlocked for a short duration.

Similarly, biometric identification is also used to control access. Biological information about individual employees is stored in a data bank. Fingerprints, iris or retina pattern may form part of biometric information. If an employee wants to get access to an area, the person must pass one's hand, eye or face by an electronic reader. If the biometric information matches with the data stored in the bank, the door gets unlocked. As biometric data is unique, it is difficult to get access via fraudulent means. Besides, biometric data cannot be lost by an individual.

Aadhaar is a 12-digit unique identity number issued to all Indian citizens by the Government of India based on their biometric and demographic data. Aadhaar-based Biometric Attendance System (BAS) is used to mark the attendance of employees and students, using the Aadhaar card number and the fingerprint stored in the Aadhaar server.

### Benefits of electronic access control system

Some of the benefits of electronic access control system are as follows:

- (i) It can be connected to doors, which are electronically powered, and therefore, deny access to unauthorised persons.
- (ii) It can store all details of those who have made authorised access.
- (iii) It can be efficiently linked with the CCTV system for effective access control.
- (iv) It can be linked to an alarm system that would alert the security in case of a security breach.



## Alarm systems

Alarms are used for identifying smoke and fire. They are also used for identifying intrusion, thereby, controlling access. It is easy to think of an alarm sounding system as:

- (i) the sensor is like the senses of the body.
- (ii) the transmitter is like nerves in the nervous system of the body, which carries information from the senses to the brain.
- (iii) the control panel is like the brain, which processes the information and sends back the message related to appropriate response.

Here are some points to remember while responding to an alarm related to unauthorised access.

- (i) Immediately call for backup.
- (ii) Keep observing the area from distance till backup arrives.
- (iii) Observe the perimeter for signs of forced entry.
- (iv) In case, there are signs of illegal entry, report to seniors and call the police.
- (v) In case, there are no such signs, check the source of alarm after entering the building with backup.
- (vi) Reset the alarm.
- (vii) Give a detailed report to the seniors on the malfunctioning of the alarm, if found.

## Malfunctioning of alarms

False alarms may be frequent but it is essential that the security guard treats every alarm as real. The Standard Organisational Procedures need to be followed when an alarm is activated. There are two main reasons for false alarms.

- (i) Mechanical malfunction
- (ii) Human activation (by accident or a prank)

The security guard must report any malfunctioning in the alarm immediately to the senior so that the maintenance team can repair it.

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### Vehicle search and access control

The aims of vehicle search are as follows:

- (i) prevent pilferage of stores
- (ii) ensure that forbidden articles like weapons or IED are not brought into the premises

As searching individuals have been covered in the previous Session, let us now focus on searching vehicles entering or exiting the premises.

High-risk areas like nuclear installations or military camps in insurgency-affected areas have elaborate systems of checks while allowing entry and exit of vehicles. Such sophisticated systems may not be desirable in common public utilities. However, access control via vehicle search is almost in all these places. Usually, vehicles are searched at short distance from the main building often near the entry gate in a less crowded region. This prevents any kind of damage to the building and crowd by a vehicle-borne IED. A quick search of vehicles is carried out in the following manner:

- (i) Look for harmful or dangerous objects or material inside the vehicles.
- (ii) Open the bonnet and luggage boots of the vehicles to ensure that nothing is hidden there.
- (iii) Search beneath the dashboard.
- (iv) Search under the driver's seat and seat covers.
- (v) Examine spare wheel (deflated one may denote something between the cover and the thread).
- (vi) Use under carriage mirrors to look for explosives, etc., which might be hidden on the underside of the vehicle.

In exceptional cases, a more rigorous search that involves the following may be carried out:

- (i) Open the bonnet and examine the engine, carburetor, air cleaner, radiator, etc.
- (ii) Remove hub wheel covers.
- (iii) Remove the stopper of the petrol tank. Small articles may be suspended from a wire or a string attached to the inside of the stopper.
- (iv) Search the interior of the vehicle and the driver's cabin vigorously.



- (v) Check if any panels are loose, and in case of doubt, the doors and areas behind the panels may be opened and checked as there is a lot of space where a large number of things can be hidden.

It has been seen that losses of transported goods account for a major portion of losses worldwide. Cargo theft and pilferage may well be an inside job. Such losses can easily be prevented by the security staff through surveillance of the area and strictly enforcing the system of checking invoices and out passes with stores being taken out either manually or by vehicles.

Malls, hotels, hospitals and public utilities, usually, have separate routes for load carrying vehicles. Factories and manufacturing units too have elaborate systems for checking commercial load carrying vehicles to ensure protection of their products and properties. The system is discussed in the following paragraphs.

#### ***While entering the premises***

The vehicles are stopped at the gate vehicle search area, which is usually some distance away from the main building, and are checked if they are going inside for a bonafide duty. After the vehicles are searched, an entry is made in the register. A record of items belonging to the vehicles allowed inside is also made to ensure that old items are not taken inside and new items are not brought out. The store or the concerned department is informed of the arrival of the consignment by a particular vehicle.

#### ***While leaving the premises***

The vehicles are searched and a record of the items going out, along with a copy of the gate passes, is kept at the gate. Thoroughness of search of the vehicles at the time of leaving the factory is, usually, more than at the time of the entry.

Screening and search of people, vehicles and cargo is carried out to ensure the protection of the premises and also its properties. Searches are sensitive issues and do cause inconvenience. It must be ensured that they are carried out thoroughly with minimum inconvenience to the affected persons. Maximum use of technology must be made to increase the efficacy of a search.

## **NOTES**



## Queues and access control

A crowd often has no leader and the people have little in common. Individual members of the crowd may get frustrated by waiting or not getting what they want. A queue management system is useful in such situations. A queue management system is used to control queues. There are different types of queues.

### **Structured queues**

People form a queue at a fixed place in a predictable manner like supermarket checkouts.

### **Unstructured queues**

Such queues are formed in unpredictable and different locations. For example, a queue formed while boarding a train is an unstructured queue.

Some of the techniques to manage a queue are as follows:

#### **Physical barriers or railings**

They are aimed at guiding queue formation and organising it in the most efficient way.

#### **Signage and signaling systems**

In such systems, LED screens are used to manage customers by way of indicating their place in the queue.

### **Responding to situations during screening and search activities**



Fig. 4.10: Barricade for queues and access control

If during the search of an individual or baggage at a checkpoint, it is suspected that an individual might have engaged in theft of material, documents or sensitive data or is in possession of articles like weapons, drugs, alcohol, then the person is temporarily detained and the security guards need to report the incident to seniors and the police as per the organisational procedure and public laws.

While monitoring the entry and exit of vehicles, a gate pass is always required for incoming





or outgoing material. Necessary documentation is done at the gate to keep a record of all incoming and outgoing material. Certain manufacturing units have a 'weigh bridge' in the gate area. In case, there is a violation of organisational procedure, the vehicle and its driver need to be detained and details of the vehicle and the driver are noted in the register and reported to the senior authority.

### **Procedure followed for body search in the absence of equipment**

The following procedures are to be adopted for body search:

- (i) Inform the person who is going to be searched.
- (ii) Watch the person for signs of anxiety or aggression after s/he is informed about the search.
- (iii) Ask the person to empty the pockets and pull them inside out. Unfold the collars and pull down the sleeves if the sleeves have been rolled up.
- (iv) If the person is wearing excess clothing like jacket, ask her/him to remove it and search it separately.
- (v) Ask the person to spread the legs and stretch the arms to the sides for search.
- (vi) Ask the person to turn around and spread out the hands and feet (The feet must be approximately three feet apart).
- (vii) While searching, do the following:
  - (a) Search thoroughly and systematically (following a sequence so that one does not fail to search certain body parts).
  - (b) Search the upper body — back—shoulders—arms—ribcage—front—back.
  - (c) Search the lower body — waist—legs—feet.
  - (d) Search excess clothing and personal articles.
  - (e) Return the items to the person after the completion of the search.
- (viii) Submit a written report of any suspicious findings to the concerned authority. The procedure for body search mentioned above might vary, depending on the level of access control.

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### Authorisation for different categories of people

The difference between authentication and authorisation is often misunderstood. Authentication is a procedure by which it is ensured that the actual identity of the person is the same as what one is claiming to be. Authorisation is the process of establishing if the person (who is being authenticated) is permitted to have access to a region.

The security guard may not know everyone at work. The guard must be able to distinguish the employees from visitors. If the guard is not able to do so, s/he would not know who they are and what they are doing in the premises. If the company has badge or identification card policy, the security guard shall verify the ID card to allow access to the premises.

Table 4.2 explains scenarios where the security guard can encounter a stranger at work. It explains how the organisation's badge or identification policy can help to give information about a stranger on the company premises.

**Table 4.2: Exemplar scenarios of encountering stranger(s) at work**

<b>Badge policy</b>	<b>You see a stranger wearing a badge...</b>	<b>You see a stranger not wearing a badge ...</b>
Both employees and visitors wear badges.	The stranger could be an employee the security guard is not familiar with or s/he could be an authorised visitor.	The stranger could be an unauthorised visitor or could be anyone else.
Employees wear badges but visitors do not.	The stranger is probably an employee that the security guard does not know, though possibly a visitor is wearing a stolen badge.	The stranger might be an employee, who is unfamiliar to the security guard but is not wearing a badge, but more likely is a visitor (and the security guard cannot tell if that person has been authorised).



Visitors wear badges but employees do not.	The stranger is most probably an authorised visitor.	The stranger could either be an unfamiliar employee or an unauthorised visitor.
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Thus, if an organisation does not make efforts to identify occupants, it becomes difficult to identify strangers on the premises. In worst cases, not identifying visitors can leave people and property exposed to harm.

## Types of badges

- (i) Badges can be universal (available at stationery shops), as well as, customised to the desired shape and printed matter. Badges could have a photo of the visitor.
- (ii) Badges may be returnable or discardable. If a badge is left at a site, there is a potential chance for breach of security.
- (iii) Badges that can or cannot be reused.



Fig.4.11: Visitor's vehicle card

## Tracking

Occupants on a premises fall into four distinct categories.

- (i) Employees
- (ii) Contractors
- (iii) Vendors
- (iv) Visitors

ACCESS CONTROL



With the help of technology, it is possible to know, at all times, which of these people are in a building and where these people are exactly placed in the building. In case of an emergency, the location of every person must be known for quick evacuation.

### **Background of the visitor**

It is important to ascertain the identity of a visitor — whether the visitor is what one claims to be. Asking the person to produce some government issued identification like driving licence helps in authenticating her/his identity.

### **Record-keeping and reporting**

The security register informs who is (or is not) in the premises at a particular point of time. It must also tell the security guard who was in the facility, as well as, when and how often the person visited the organisation. This helps to know the visitor's background and provides evidence for illegal acts in the present, as well as, the past.

### **Directing visitors**

Once the identity is authenticated and access is authorised, the visitor may ask for directions to a particular office or department. Direct the visitor to the concerned areas and inform the concerned staff or department. The availability of signage at appropriate places on the premises helps the visitor in finding the parking area and the concerned department. In the absence of signage, provide directions with prominent landmarks on the premises for guidance. In highly secured premises, the visitor is accompanied by an escort from the front office till s/he reaches the concerned department. This is done to prevent unauthorised access to other departments or regions.



## Practical Exercises

### Activity 1

What level of access control your school is subjected to? Take a tour of your school and make an exhaustive list of equipment and structures used for access control.

### Activity 2

Imagine that it has been decided that your school shall be converted into a bank and you have been given the task of finding the vulnerability (gaps in security) at the site. Find out the gaps and submit a detailed list of requirements in terms of people and material required at the site, and new access control processes to be initiated. The sample is shown below.

S. No.	Vulnerability	Requirement
1.	Absence of gate	Metal gate to be installed
2.	Lack of lighting behind the school	High watt bulbs and three lampposts

## Check Your Progress

### A. Fill in the Blanks

1. People standing at a fixed place in a predictable manner like supermarket checkouts is a \_\_\_\_\_ queue.
2. Other than malfunction, \_\_\_\_\_ can be a cause for false alarm.
3. Bright \_\_\_\_\_ deters anti-social elements from intruding into a property. It enhances personal safety during patrol.
4. If a company has a \_\_\_\_\_ policy, it is relatively easy to distinguish an employee or a visitor from an intruder.

### B. Multiple Choice Questions

1. Access control ensures in \_\_\_\_\_.  
 (a) preventing crowding      (b) enhancing security  
 (c) preventing chaos      (d) All of the above
2. Suppose you are a sales representative and want to gain access to an industrial site for showcasing some of the products that you have come to sell. When a security guard at the entry gate of the site asks your name and

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asks you to show your Aadhaar card so as to check the name mentioned there, s/he is said to be engaged in \_\_\_\_\_ process.

- |                      |                       |
|----------------------|-----------------------|
| (a) authorisation    | (b) authentication    |
| (c) Both (a) and (b) | (d) None of the above |

3. After checking your Aadhaar card at the gate, the security guard calls up the concerned authorities to check if you should be allowed access, then s/he is said to be engaged in \_\_\_\_\_ process.

- |                      |                       |
|----------------------|-----------------------|
| (a) authorisation    | (b) authentication    |
| (c) Both (a) and (b) | (d) None of the above |

### C. Short Answer Questions

1. Are alarm systems always reliable? Give two causes for false alarms.
2. List the areas to be searched in a vehicle when a thorough check is being conducted.
3. What are the principal components of an electronic access control system? In the absence of an electronic system, how does manual access control system function?
4. What should a security guard take note of while examining a manual ID card?
5. What is the relevance of having a badge policy in an organisation such that employees and visitors both wear badges? Do you think it has an effect on security within the premises? Explain in detail with examples.

### What have you learnt?

On the completion of this Session, you will be able to:

- describe the various levels of access control.
- list the equipment and structures used for access control at perimeter and building.
- list and describe access control techniques in the absence of equipment.
- describe the components and purposes of electronic access control system.

